*Leading Health Care
In The 21st Century*

VA HEALTHCARE NETWORK
UPSTATE NEW YORK

Pharmacy and Prescriptions
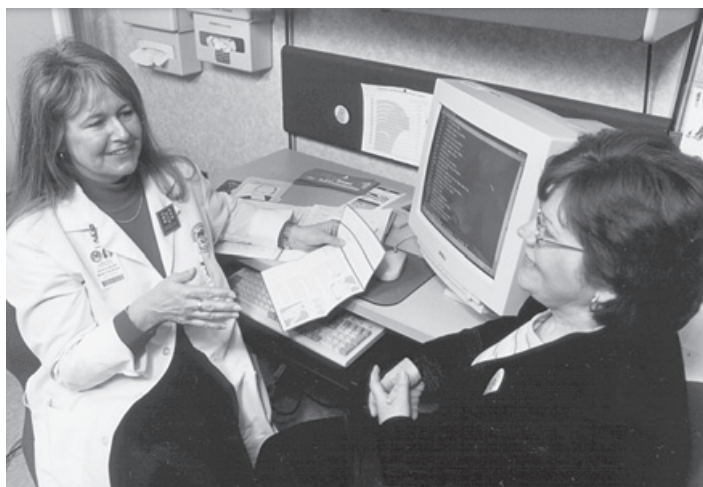
Frequently Asked Questions

QUALITY CARE ℞ LEADING

The VA Healthcare Network Upstate New York is proud to be your health care provider. We are committed to providing you with quality health care and services. As an enrolled patient in the VA health care system, you can obtain medications and medical supplies from the formulary, as authorized by your VA provider(s).

Contact the VA health care facility where you receive care, for the most current prescription information.

If I am enrolled in VA health care, what benefits will I receive?

You are eligible for inpatient and outpatient services, including preventive and primary care, rehabilitation, mental health and substance abuse treatment, home health, respite and hospice care, and prescription medications. You may be required to make a co-payment for these services.

What is a formulary?

The formulary is a comprehensive list of approved medications. Like all health care systems, the VA will pay for medications that are on the formulary. This list has been carefully developed to include a full-range of medications necessary to treat a variety of conditions.

If your current medication is not on the formulary, a medically identical alternative will be prescribed for you. You can view our complete formulary by visiting our website: www.va.gov/visns/visn02/network/formulary.html

Can I get medication not on the formulary?

Under certain conditions, you may be prescribed a drug that does not appear on the formulary. Your VA provider will need to request this non-formulary medication for you by completing a special request form.

Can I get prescriptions from my private physician filled at a VA pharmacy?

No. In order to receive medication from the VA, a VA health care provider must treat you and prescribe your medication. VA health care providers will work closely with your private physician to provide you with continuity of care. It is important for you to supply your VA provider with your medical records from your private physician.

Who can write my prescriptions?

The VA pharmacy will only honor prescriptions written by your VA provider(s). The VA cannot fill prescriptions that are written by private physicians.

Will the VA pay for a prescription filled at a non-VA pharmacy?

No. The VA is not responsible for payment of outside physician's fees or medication. You or your private insurance company is responsible for these costs.

How do I get my medication(s)?

New prescriptions can be picked up at the VA pharmacy or can be mailed to your home. Prescriptions that are mailed come from a centralized pharmacy affiliated with your VA facility. Prescriptions that are mailed usually arrive within 14 days.

How do I get refills?

If your VA provider has approved refills on your prescription, you can request your refill by:

- Using a touch-tone phone to call our automated refill request system.
- Completing and mailing the refill request slip that comes with each prescription.
- Leaving the refill slip in the pharmacy drop box the next time you come to the VA.

Refills should be requested at least three weeks before you run out of medication. This will allow ample time for processing and delivery.

What if there are no refills remaining?

If you do not have any refills remaining, and need to continue the medication, please contact your provider as early as possible for a new prescription.

What if I have questions about my medications?

Call the VA pharmacy and ask to speak to a pharmacist.

Refilling Your Prescription(s)

Please refill your prescription(s) through the nearest VA facility. When ordering, you will need your social security number and the prescription number(s) (Rx #). Remember to allow 2-3 weeks for processing and delivery.

Pharmacy Refill Telephone Numbers

Albany
(800) 585-9772 or (518) 626-5000 ext. 67449

Bath
(800) 585-9772

Canandaigua
(800) 585-9772

Syracuse
(800) 792-4334 ext. 4885 or (315) 477-4885

VA Western New York Healthcare System
(Buffalo and Batavia)
(800) 532-8387 ext. 6581#

VA Healthcare On The Web
www.va.gov/visns/visn02

Upstate New York Veterans ~
Wherever you are, When you need help ...
VA TELCARE
1-888-838-7890

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Reaching Us Is Easy

VA Medical Centers:

Albany
113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia
222 Richmond Avenue
Batavia, NY 14020
(585) 343-7500

Bath
76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo
3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua
400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000

Syracuse
800 Irving Avenue
Syracuse, NY 13210
(315) 476-7461

Community-Based Outpatient Clinics:

Auburn
Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7011

Bennington
325 North Street
Bennington, VT 05201
(802) 447-6913

Binghamton
425 Robinson Street
Binghamton, NY 13001
(607) 772-9100

Catskill
Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park
1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland
1104 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk
The Resource Center
325 Central Avenue
Dunkirk, NY 14048
(716) 366-2122

Elizabethtown
P.O. Box 277, Park St.
Elizabethtown, NY 12932
(518) 873-3295

Elmira
Health Services Bldg.
200 Madison Ave., Suite 2E
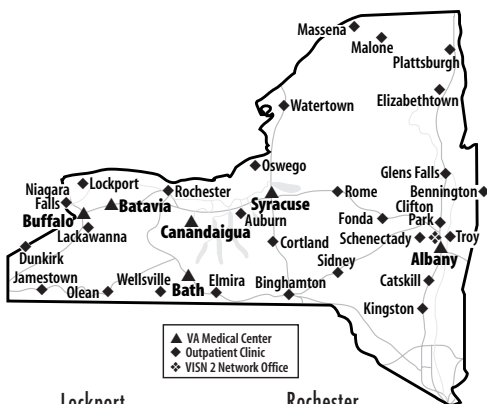Elmira, NY 14901
(877) 845-3247

Fonda
Camp Mohawk Plaza
Rt. 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls
84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Jamestown
The Resource Center
896 East Second Street
Jamestown, NY 14701
(716) 661-1447

Kingston
63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna
Our Lady of Victory Family
Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport
Ambulatory Care Center
5875 S. Transit Road
Lockport, NY 14094
(716) 433-2025

Malone
115 Park Avenue
Malone, NY 12953
(518) 481-2545

Massena
1 Hospital Drive
Massena, NY 13662
(315) 764-1711

Niagara Falls
Niagara Family Medicine
Assoc., PC
620 10th Street, Suite 709
Niagara Falls, NY 14301
(716) 285-6663

Olean
Olean General Hospital
500 Main St.
Olean, NY 14760
(585) 375-7555

Oswego
Seneca Hills Health
Services Center
County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh
Medical Office Bldg.
206 Cornelia St., Suite 307
Plattsburgh, NY 12901
(518) 566-8563

Rochester
465 Westfall Road
Rochester, NY 14620
(585) 242-0160

Rome
125 Brookley Road,
Bldg. 510
Rome, NY 13441
(315) 336-3389

Schenectady
1475 Balltown Road
Niskayuna, NY 12309
(518) 346-3334

Sidney
109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Troy
500 Federal Street
Troy, NY 12180
(518) 274-7707

Watertown
218 Stone Street
Watertown, NY 13601
(315) 788-5050

Wellsville
Jones Memorial Hospital
Health Care Center
15 Loder Street
Wellsville, NY 14895
(585) 596-4111

Map legend:
▲ VA Medical Center
◆ Outpatient Clinic
❖ VISN 2 Network Office

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